

Clarify the Problem

Families whose children are in crisis and are at risk for institutional placement rely on the Developmental Disabilities Administration’s (DDA) supports and services. The required quarterly visits for Children’s Intensive In-home Behavior Support (CIIBS) and Voluntary Placement Services (VPS) quarterly visits provide critical monitoring of the health and welfare needs of vulnerable children. Overdue visits may lead to a delay in providing services to meet a child’s health and welfare needs.

Breakdown the Problem

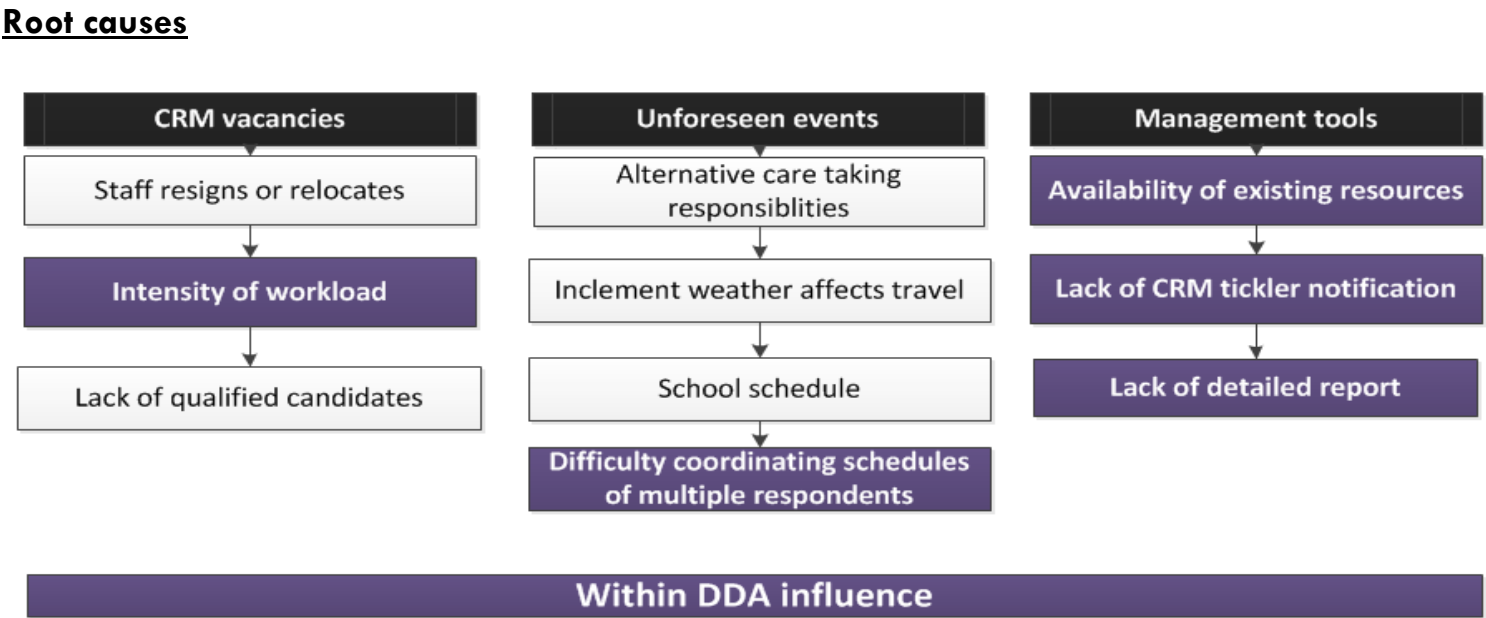
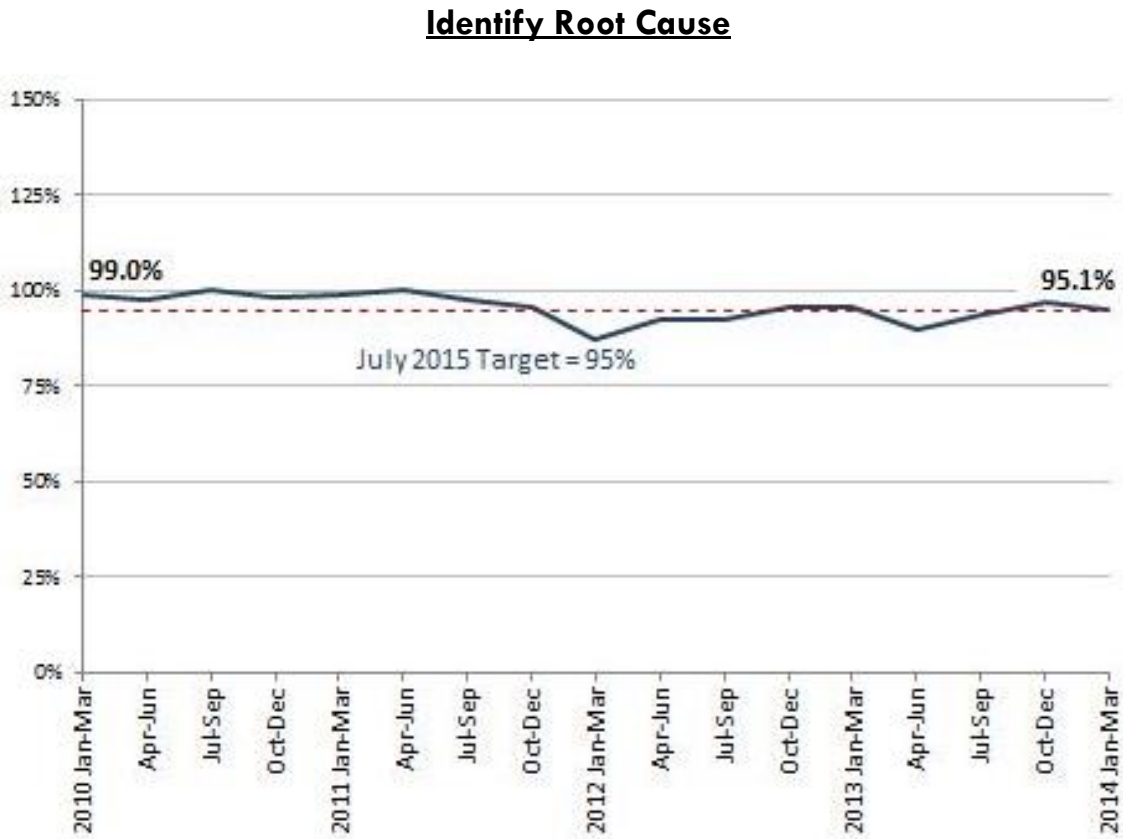
The percentage of quarterly visits that are not completed on time, reflects the need to develop strategies to support their timely completion.

Issues effecting the timeliness of monitoring include:

- Case/Resource Manager vacancies
- Unforeseen events impacting family availability
- Lack of system tools to track timely monitoring

Target Setting

Timeliness of required Voluntary Placement Services and Children’s Intensive Behavior Support quarterly visits will increase from 94.6 percent to 95 percent by July 2015.



Identify Countermeasures					
Root Cause	Proposed Countermeasure	Feasibility	Cost	Risk	Impact
CRM vacancies	Expand recruitment efforts to increase pool of qualified CRM candidates.	High	Med	Med	High
Unforeseen events	Schedule meetings ahead of time, send meeting reminders and offer date/time options.	High	Low	Low	High
Management tools	Create accurate and detailed report for CRM and supervisor to monitor visit activity.	High	Med	Low	High
	Create CRM tickler	Low	Low	Med	High

Action Plan					
ID#	Problem to be solved	Action Item 30-60-90 days	Lead	Due Date	Status
1	Intensity of workload	RAs will expand the number and variety of media outlets used for recruitment to attract more qualified candidates.	Regional Admin	As needed	No current vacancies
		Provide team-building and support to offset the isolation of CIIBS CRM positions for small programs with high intensity workloads.	Bob Beckman	Ongoing	In process; weekly phone conference with CIIBS Coordinators, RMs & CRMS
2	Lack of detailed report	DDA will prioritize system enhancement requests to develop reports to improve tracking of required monitoring visits.	Mark Eliason	3/31/2014	VPS and CIIBs reports are completed.
3	Lack of detailed report	VPS and CIIBS PMs will track visit activity on a monthly basis and work with regions to improve compliance.	Nichole Jensen and Bob Beckman	Monthly and ongoing	Implemented
4	Lack of CRM tickler notification	DDA will develop an enhancement request and business requirements for a CRM tickler and submit to CARE development team.	Nichole Jensen and Alan McMullen	TBD	In process
5	Difficulty of coordinating schedules of multiple	CRM will schedule monitoring visits at least 45 days in advance of due date, send meeting reminders in week preceding visit, and work with families if monitoring visits need to be	Nichole Jensen and Bob Beckman	Ongoing	Implemented and ongoing

A3 Problem Solving | Identify individual health and welfare needs of children in a timely manner in order to support children to have healthy and active lives.

July 2014 – Evelyn Perez, Assistant Secretary

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	respondents	rescheduled.			
<u>Evaluate Results</u> <u>Standardize</u> , <u>then Repeat</u>					